

# ELS CANADA COVID-19 READINESS PLAN

## WELCOMING INTERNATIONAL STUDENTS, STAFF AND VISITORS TO ELS VANCOUVER & ELS TORONTO LAST REVISED: 10.14.2020

### Response

ELS Canada has implemented plans that meet the requirements of Canadian federal, provincial and local public health guidelines regarding COVID-19. ELS Language Centers are located in Vancouver, British Columbia and Toronto, Ontario:

ELS Canada is taking every reasonable step to ensure our students', staff's and visitors' safety, based on the following sources that are listed in the resource section at the end of this document.

### Introduction

ELS Language Centers Canada has gradually resumed in-person classes in Toronto and Vancouver while mitigating the potential for transmission of COVID-19. This document and plan is subject to change but serve as the current guidelines for our preparation and readiness, and we will adjust as required to remain fully aligned with the existing public health policies in Canada.

The goal of this plan is to protect the health and safety of our students, staff, campus visitors, homestay families, and the community as a whole, while offering the same quality academic program that ELS is known for. We also continue to be committed to providing an unsurpassed academic experience and assist our students in achieving their goals.

While we have outlined guidelines below, we must be prepared for the possibility of an unexpected, severe new outbreak of COVID-19, which may require us to return to remote instruction. Thus, we are prepared to offer classes both in-person and Online.

Included below are criteria and reference tools we will follow for our operational practices, including cleaning protocols, norms of hygiene, social distancing, mask usage, quarantine and operational guidelines to ensure a safe environment for all. We recognize that some staff or family members may have health conditions that place them at greater risk should they contract COVID-19 and may require special accommodation. We are working on these accommodations and criteria for qualifying for them.

### Re-opening Decision Making Criteria

In advance of starting in-person classes at an ELS Language Centers in Canada, management evaluated the decision based on the following criteria:

- Guidance from federal, provincial and local authorities, that ELS is permitted to operate our business at the location where classes are to be held, including special conditions that need to be adhered to.
- The facilities can be opened, and operated safely within the physical environment where the lessons are to be taken.
- Student and/or parent consent in the case of minors, to take face-to-face classes.
- All international and local travel rules will be provided to students and staff in advance of attending in-person classes, and fully monitored.

### Admissions/Pre-Arrival

Application:

- Students arriving from international destinations will be provided the appropriate acceptance letters as well as the following by email to review, sign and return to ELS before travelling to Canada:
  - Information on the [ArriveCAN](https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/latest-travel-health-advice.html#a_arriveCAN) App: [https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/latest-travel-health-advice.html#a\\_arriveCAN](https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/latest-travel-health-advice.html#a_arriveCAN).
  - COVID-19 Protocol for the Safe Arrival and Quarantine of International Students, Languages Canada (Last updated Sept 24, 2020).
  - COVID-19 International Student Safe Travel, Arrival and Quarantine Checklist, Languages Canada (Last updated Sept 24, 2020).
  - International Quarantine Plan, Languages Canada (Last updated Sept 24, 2020). BC Students will be directed to BC Provincial Self Isolation Plan.
- Validated student email address and cell phone numbers will be required before attending ELS Canada, in all cases due to COVID-19 / emergency notifications if we must reach out to students directly (i.e. quarantine measures and contact tracing, if required). We will explain how to enroll in our messaging system.
- Secondary emergency email and cell phone numbers need to be provided. An agent's contact can be used as a secondary contact.
- Direct student must have secondary emergency number.
- Laptop computers will be highly recommended to support Online learning.
- Online and in-person orientation meetings will take place roughly 2 weeks before a student travels to Canada, with the student, their agent and our Student Services team.
- Homestay Confirmation and detailed quarantine details including transportation details.

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## Pre-Arrival Requirements for International Students

In advance of travel to Canada ELS Canada has strict communication protocols in place to communicate pre-travel requirements to international students (and co-arriving family members, if applicable):

- Review the contract and ensure students agree to comply with Government of Canada's [Quarantine Act](#) and other requirements laid out in this checklist; will complete and print the Languages Canada Self-Isolation Plan to present at the port of entry; will register via the [ArriveCAN](#) App; and will confirm appropriate medical insurance is in place during and after the quarantine period.
- Students intending to study at ELS Vancouver must also complete and submit a [Government of BC self-isolation plan](#). ELS Canada staff can help students complete the form.
- Provide a subsequent Online orientation to all international students to review the information (referencing the Languages Canada document, COVID-19 Protocol for the Safe Arrival and Quarantine of International Students) and review the pre-travel requirements and rules for quarantine, including downloading the [ArriveCAN](#) App and completing the required information.
- Describe the residence layout that is being used for quarantine as well as transportation details form when the student and the student's family arrives.
- Describe any testing requirements that will be required, and any costs associated with the requirements and also the transportation logistics and transportation vendor details.

## On-Line Orientations – Pre-Arrival

- All students scheduled to attend ELS Canada will be invited to an Online Orientation approximately two weeks before they arrive to Canada to include the student and his/her agent (to provide language support as required) and our Student Services team.
- The Online orientation will review the following items:
  - Review the international and local travel and operational guidelines that have been sent to them including, the [Quarantine Act](#) and all campus and community rules.
  - Review ELS Toronto or ELS Vancouver centers, COVID-19 guidelines and resources.
  - Provide details about their accommodation and private airport transportation , and any extra costs they may incur due to their quarantine or testing requirements.
  - Make sure students understand and are using the [ArriveCan](#) App.
  - Test and ensure the messaging system is configured so students can communicate directly with ELS Canada Student Services personnel in the event they have any issues during their travel to Canada, during quarantine or post-quarantine.
  - Where to find and access resources if necessary for physical and mental health needs.
  - Review and have students or their parents sign (if they are a minor) ELS Release forms.
  - Explain the procedures we have at ELS and in Ontario and BC for reporting any COVID-19 symptoms and what the steps and resources they will have in the event of this situation.
  - Clearly explain the guardianship, custodian details and health care authorization situation for any minor students, under 18 years old in Ontario and under 19 years old in BC.
  - Explanations of COVID-19 physical distancing and hygiene expectations when at ELS and in the greater community including:
    - Training on required handwashing, coughing/sneezing techniques.
    - Staff and students will be advised how to wash hands or use hand sanitizer upon arrival, before eating or drinking, before preparing food, after touching shared items, after using restrooms, after handling garbage; before leaving school.
    - Students should only come to the center if they feel well and have no symptoms of illness.
    - Masks or shields must always be worn in the buildings and ELS Language Centers in Canada.
    - No hand contact permitted.
    - Everyone must keep a social distance of 2 meters and wear masks at all times.
    - Lunch and breaks must be taken in their classroom or off campus.
    - If they want to talk to Student Services about Homestay, Academic Pathway Programs, or their classes they must schedule appointments with ELS staff, and these meetings can be done in-person or Online at scheduled times.

## Transportation Services

- ELS Canada will arrange and/or confirm the student will take safe, private transportation from the airport to a 14-day quarantine location.
- Students will be instructed they are not permitted to use public transportation to travel to their quarantine location.
- Students will contact their [ELS Canada representative and homestay] to confirm their arrival, pick-up by the designated private transportation service and estimated time of arrival at their quarantine location.
- The students and designated transportation vendor will observe all quarantine and health best practices for transportation, including:
  - Only one passenger (or one group of co-arriving family members) is transported at a time.
  - The driver and passenger(s) will wear masks and gloves.
  - Students will handle their own luggage unless there is pre-approval for assistance/accommodation due to physical disability or mobility requirements.
  - Hand sanitizer should be available and used upon entering the vehicle.
  - Social distancing in the vehicles will comply with the rules and regulations of government and airport driving authorities.
  - The interior surfaces of the vehicle will be thoroughly cleaned and sanitized between users and all working areas of the vehicle will be cleaned and disinfected daily.
  - Students will be transported directly from the airport to the designated quarantine with no interruptions, planned or unplanned stops along the route.

- All parties will be provided with a student- and staff-specific emergency action plan that outlines the steps to take in the event someone displays symptoms of COVID-19.

### Accommodation Services

ELS will arrange and/or confirm the student is in private accommodations for the 14-day mandatory quarantine period with a homestay or hotel that meet the rules and requirements set out under the Government of Canada's 14-Day Quarantine Requirements, as well as any guidelines set by local and provincial public health authorities.

### During 14-Day Quarantine

- Student Services will confirm airport pick up service is carried out by licensed transportation vendors that have been pre-arranged and will provide private transportation directly to place of quarantine.
- Students will be placed in designated quarantine hotels – within Vancouver and Toronto, or alternatively, they may be placed with a homestay family who has a private designated washroom and areas and who has agreed to provide quarantine service. No homestays may have any vulnerable individuals or people over the age of 60 living in the home. The homes have been pre-vetted and referred through a licensed homestay provider in Ontario and BC.
- ELS Student Services will provide daily contact directly with the student to monitor and ensure the student does not leave their room, and they have all needed supports including food, physical and emotional resources throughout the entire quarantine period.
- ELS Student Services will monitor the student's health and report any symptoms and follow the Ontario and BC provincial for reporting. supports including food, physical and emotional resources throughout the entire quarantine period.
- ELS Student Services will monitor the student's health and report any symptoms and follow the Ontario and BC provincial for reporting.
- ELS Homestay agency will be in direct contact with any homestays who are providing 14-day quarantine services and re-confirm students do not leave their room and have all needed supports including food, physical and emotional resources throughout the entire quarantine period, and to report any symptoms.
- ELS Student Services will provide the students in 14-day quarantine all local and provincial resources available.
- ELS Student Services will provide information and support in order to access COVID-19 testing services during the student's mandatory 14-day quarantine upon arrival in Canada, in the provinces that require it (e.g. Ontario), and costs of these testing requirements will be explained in advance to the students.
- Any non-compliance issues within the 14-day mandatory quarantine period will be reported to ELS management and Federal, BC or Ontario ministry.

### Post Quarantine Requirements

- Ensure quality record keeping for each staff, instructor and student who is in the learning center, including best contact information (phone number and email) to ensure timely communication.
- Hand sanitizer with min 60% alcohol, disinfectant wipes, non-medical grade masks and gloves will be available in public areas. Maintain availability of disinfectant wipes and hand sanitizers throughout the common areas.
- Hands-free dispensers with hand sanitizer that contains at least 60-95% alcohol in entrances, common areas and near amenities and increase disinfection of entrances, common areas, restrooms and high-touch surfaces such as door handles, elevator buttons and, handrails.
- Clean between class periods: Students take cleaning products provided upon entry into classroom and wipe down their own area before each class.
- Disinfect devices such as iPads or computers shared by students and instructors.
- Landlord and managers have additional procedures in place to enhance the safety and cleanliness of the physical environment:
  - Enhanced daily cleaning routines.
  - Enhancements to ventilation.
  - Soap or other cleaning materials will be available for staff and students.
  - The building and each classroom will be configured to the capacity limits/ratio – according to BC and Ontario guidelines.
  - Quarantine requirements a) for students that have no virus and are self-isolating and b) for students that have the virus.
- Modified the layout of the physical environment to respect social distancing requirements.
  - Configure the classroom for proper space among students and teachers.
  - Ensure seats in classrooms are 2 meters apart.
  - Place tape on floor to indicate where seats should be placed and stay.
  - Place tape 6 ft in front of reception to mark social distance.
  - Remove shared food, drinks, condiments, napkins, straws and any other communal kitchenware.

### Signage to Communicate Proper Behavior, and Resources

- Reinforce good hygiene and public health policies through informative signage throughout the building and centers.
  - State guidance for operating a business.
  - Guidance from Landlord/Host Institution as applicable.
  - Common areas signage.
  - Language Center Etiquette signage.

#### Points of Entry.

- Health & Safety Reminders.
- Hours of Operations.
- Social Distancing Reminders.
- Sanitation Station.
- Proper Face Covering Usage Instructions.

#### Restrooms.

- Restroom Is Regularly Disinfected.
- Handwashing Guidelines.
- Social Distancing Reminders.

#### Common Areas & Amenities.

- Social Distancing Reminders (i.e. Floor Decals).
- Limited or Modified Use (i.e. Seating Area, Drinking Fountains, Elevators).

#### Any Outbreak Announcements in Common Areas & Amenities.

### Academic Testing and Placement

- If students are in 14-day quarantine over the first day of a session, testing and placement can take place Online with the Academic Director.
- Writing and speaking can be done via Online orientations.

### Class Formation

- Students will be encouraged to bring laptops from their home countries.
- No paper homework. All homework on MyELT, GEL, etc. will be paperless.
- Staggered final exams to ensure small group sizes.
- If enrollment warrants it and we have classes larger than 8, we will split the classes to an A/B schedule half Online and half web conference streaming.

### Activities

We will not continue our standard activities program. Food and in-person group related activities will be eliminated, while extra-curricular activities that limit personal exposure can continue:

- Virtual conversation partners.
- Focus on small-group, outdoor activities (e.g., hiking).
- Virtual weekly activities.
- Self-guided tours recommendations.
- Graduation will occur in small groups.

### Protecting Mental Health

Recognizing that staff and students may also be affected by the anxiety and uncertainty created by the COVID-19 outbreak, schools will:

- Provide information to students and staff on available resources specific to supporting mental health in a time of a pandemic, such as those provided by the Public Health Agency of Canada (<https://www.Canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/mental-health.html>), the Wellness Together Canada portal (<https://ca.portal.gs/>) and other resources available from provincial health authorities.

### Personnel Questions

Teachers/Administration with underlying health conditions will be accommodated as much as possible and return to work later.

The risk of transmission at busy workplaces and other institutions is a direct function of two variables: the number of contacts (the number of people present at the same time) and the contact intensity (the type of contact – i.e. close or distant, and the length of contact – i.e., brief or prolonged. These are factors we can rate as low, medium and high risks.

Medium and high categories are will be modified to help move to a lower risk category by taking a combination of actions:

#### Reduce Risk, Including:

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- Physical distancing measures – measures to reduce the density of people.
- Increased ventilation systems in rooms.
- Engineering controls – physical barriers (like plexiglass at checkouts), or increased ventilation.
- Administrative controls – clear rules and guidelines.
- Personal protective equipment – e.g. use of non-medical masks.

These modifications and controls, combined with the following measures, can reduce the risk of transmission.

- Workplace policies and remote work opportunities have been implemented.
- People with cold or flu symptoms have been instructed to not come to work.
- Sick day policies allow people to be off or work safely from home when they are ill or have symptoms of a cold or flu.
- Work from home options have been provided, when possible, to reduce contact intensity. When it's not an option, consider measures such as staggered shifts and virtual meetings as much as possible.
- Strategies have been implemented to reduce the number and intensity of contacts – from greater use of non-medical masks to staggered class, break time, elevator, and classes on different floors.
- Clean “high-touch” areas in workplaces and retail outlets frequently and provide hand sanitizer at entrances by following the Health Ontario Cleaning and Disinfectant for public settings guidance document.
- Higher-risk employees including those 60+ and those with underlying medical conditions – from more flexible hours, to work from home options and workspace accommodation.

### Employee Return to Work

Employees who are ready to return to work will coordinate with their managers on the timing and criteria that need to be satisfied in order to safely operate the language center.

### Staffing Roles and Communication Responsibilities

- Academic Directors.
  - Hallway, computer room and classroom configuration and signage.
  - Hallway and computer room hygiene.
  - Monitoring teacher health and communications to teachers.
  - Communications to teachers as a group and individually email and Online.
  - Communications to Student Services regarding any student health issues, attendance and adherence to guidelines.
- Teachers.
  - Classroom Hygiene during the day.
  - LTC Hygiene.
  - Monitoring and reporting to AD regarding student health, attendance and adherence to guidelines.
  - Daily screening of students for COVID-19 symptoms.
- Student Service/Center Director.
  - Entrance and administrative area safe configuration and signage.
  - Entrance and administrative areas hygiene - whole cleaning.
  - Monitoring student health, adherence to non-academic guidelines when travelling to Canada internationally and locally.
  - Monitoring student health off campus through contact with the student in accommodation and with any outside homestay vendors.
  - Provide mental and physical health support as well as social services resources materials, signage and monitoring for each student.
  - Communications to students as a group or individually via email, messaging, on-line and in- person, pre-arrival and while attending ELS, regarding any student health issues, adherence to guidelines off campus, on-campus outside of classes, homestay services and academic pathway plans.
  - Communications to admissions/sales/accounting regarding student's health, attendance, accounting issues, and adherence to guidelines off campus, on-campus outside of classes, homestay services so they can communicate with agents and any family members, as necessary.
- Sales/Admissions/Center Director.
  - Communications to agents and family members as a group and individually via email, Online and in-person, pre-arrival and while attending, regarding student accounts, health insurance, attendance, health issues and adherence to guidelines off campus, on campus, homestay and academic pathway plans.
  - Communications to agents as a group and individually via email, Online and in-person regarding programs, procedures, accounting and orientations.
  - Follow up and track student pre-arrival milestones with AD and Student Services Team.
  - Confirm headcount and provide lead time for Student Services to provide necessary services.
- Managing Director – John Becker  
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  - Overall Staff Communication.

- COVID-19 / Staff and Student Safety / Training and Public Communications.
- Communication to the Ontario and BC ministry of health to report any cases, and to manage any necessary responses.

## In The Event of an Outbreak

If a case of COVID-19 is identified on a school premises:

- The student or staff member will be put in isolation until appropriate transport is provided to return them to their accommodation/home or to hospital as advised by local public health authorities.
- From isolation, together with a member of ELS Canada staff, the student or staff person will contact the local health authority and take the recommended steps (go to the hospital, continue self-isolation, etc.).
- Everyone who has come into close contact with the student or staff person, specifically those in the student's or staff person's class or "group", will also be advised to follow the steps as communicated and directed by local and provincial health authorities to monitor and evaluate their health.
- ELS Canada management will also contact the local health authority and follow operating guidelines for the school, and instructions for staff and students sharing common spaces with the student or staff person in question, ensuring the student or staff person remains safely in isolation at the school until further instructions are received.
- All possible information will be gathered as to which other persons within the ELS Canada community have been in contact with the student/staff member in question to assist with any communications and possible contact tracing required by local and provincial health authorities (including referencing class lists, registers and attendance records related to social programs).
- The premises will undergo deep cleaning and disinfection.
- Relevant local and provincial health authorities will be notified of a positive test for COVID-19, in accordance with appropriate actions recommended by local public health and the Public Health Agency of Canada.
- ELS Canada staff will follow all local health authority guidelines regarding school operations.
- All staff, students, and homestay families of students will be notified and advised to take necessary precautions, as recommended by local public health authorities and by the Public Health Agency of Canada.
- ELS Canada staff will provide full cooperation to local public health to evaluate, trace any current outbreaks and mitigate further transmission.
- Information on COVID-19 testing centers, resources and costs will be available for staff, student and campus visitors, as required.

## Federal, Provincial, and Local COVID-19 Guidelines Rules & Information

Federal Public Health: <https://www.Canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/guidance-documents/covid-19-guidance-post-secondary-institutions-during-pandemic.html>

BC CDC: <http://www.bccdc.ca/health-info/diseases-conditions/covid-19>.

British Columbia: [https://www2.gov.bc.ca/assets/gov/education/post-secondary-education/institution-resources-administration/aest\\_postsecgoforwardguidelines.pdf](https://www2.gov.bc.ca/assets/gov/education/post-secondary-education/institution-resources-administration/aest_postsecgoforwardguidelines.pdf).  
<https://www2.gov.bc.ca/gov/content/education-training/k-12/covid-19-return-to-school>.

Vancouver Coastal Health: <http://www.vch.ca/covid-19>.

Ontario Ministry of Health: <https://covid-19.ontario.ca/index.html>.

Toronto Public Health: <https://www.toronto.ca/home/covid-19/>.

Government of Canada – Wellness Together Canada – Mental Health & Substance Use Support: <https://ca.portal.gs/>.

British Columbia Mental Health resources: <https://www.healthlinkbc.ca/mental-health-covid-19> <https://www2.gov.bc.ca/gov/content/health/managing-your-health/mental-health-substance-use/virtual-supports-covid-19> <http://www.bccdc.ca/health-info/diseases-conditions/covid-19/about-covid-19/mental-well-being-during-covid-19>.

Ontario Mental Health resources: <https://www.ontario.ca/page/covid-19-support-people#section-4>.

Anti-Racism resources for teachers: <https://bctf.ca/socialjustice.aspx?id=21354>.

Anti-Bullying resources for teachers: <http://www.stopabully.ca/teacher-resources.html>.

COVID-19 Protocol for the Safe Arrival and Quarantine of International Students, Languages Canada (Last updated Sept 24, 2020).

COVID-19 International Student Safe Travel, Arrival and Quarantine Checklist, Languages Canada (Last updated Sept 24, 2020).

International Quarantine Plan, Languages Canada (Last updated Sept 24, 2020). BC Students will be directed to BC Provincial Self Isolation Plan.

COVID-19 Stigma Guide: <https://www.who.int/docs/default-source/coronaviruse/covid19-stigma-guide.pdf>.

## Addendum

- COVID-19 Protocol for the Safe Arrival and Quarantine of International Students, Languages Canada (Last updated Sept 24, 2020).
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- International Quarantine Plan, Languages Canada (Last updated Sept 24, 2020). BC Students will be directed to BC Provincial Self Isolation Plan.

This plan has been reviewed and submitted by John Becker,  
Managing Director for ELS Canada.

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Please contact us anytime for related matters and questions.

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# COVID-19 PROTOCOL FOR THE SAFE ARRIVAL AND QUARANTINE OF INTERNATIONAL STUDENTS



Last updated September 24, 2020

## Background

Languages Canada is the national association representing over 200 accredited English and French language education programs in 185 study locations across the country. Member programs include 145 private language schools and 55 public universities and colleges. A list of LC members can be found Online [HERE](#).

Languages Canada membership is limited to programs that meet the rigorous requirements of our Quality Assurance Framework, which involves a commitment to student protection, an independent accreditation process, and adherence to Languages Canada's Standards and Code of Conduct.

Languages Canada members welcomes 150,000 international students per year to Canada, from all over the globe.

In the phased reopening of Canada's borders following the COVID-19 pandemic lockdown, Languages Canada member schools are committed to supporting Immigration, Refugees and Citizenship Canada (IRCC) and Canadian Border Services Agency (CBSA) to welcome international students in a safe manner that greatly reduces the risk of transmission of COVID-19 from foreign nationals.

This includes:

- Ensuring that students are aware of and committed to their requirements for safe travel and mandatory quarantine for 14 days upon arrival to Canada;
- Providing all necessary arrangements for students' safe travel and 14-day quarantine immediately upon arrival;
- Monitoring and supporting students throughout the duration of their mandatory quarantine; and
- Providing an academic environment that adheres to the regulations and guidelines of the government of Canada, provincial and local public health authorities.

## Student Commitment Prior to Travel to Canada

COVID-19 safe arrival and quarantine protocols will begin at the time an international student enrolls in an LC member program.

LC members will provide clear instructions and documentation to students on the required protocol for safe travel and quarantine upon arrival in Canada. When necessary, this information will be communicated in the students' first language, if not English or French.

LC members will ensure that, prior to travel to Canada, all incoming international students:

- Are aware of their requirement to comply with the Government of Canada's [Quarantine Act](#), including the penalties of violation of the [Quarantine Act](#), which include up to 6 months in prison and/or \$750,000 in fines.
- Have agreed to and signed a copy of the [Languages Canada COVID-19 International Student Safe Travel, Arrival and Quarantine Protocol and Checklist](#).
- Have completed and printed the [Languages Canada Quarantine Plan](#) for presentation at their port of entry, and have registered via the [ArriveCAN](#) App (free download) as well as any self-isolation plan forms required by provincial authorities (e.g. the following is required in British Columbia: <https://travelscreening.gov.bc.ca/> and <https://www2.gov.bc.ca/gov/content/safety/emergency-preparedness-recovery/covid-19-provincial-support/self-isolation-on-return>).
- Have appropriate medical insurance, effective as of the date of the students' arrival, which includes coverage for COVID-19 during the quarantine period. [Guard.me International Insurance](#) confirms that their student insurance policy provides full medical coverage against COVID-19, including during the period of quarantine. Additionally, [Keep.meSAFE](#) by Guard.me offers 24/7 access to mental health support.

## Arrangements for Safe Travel Via Designated Student Corridors

With Canada's borders closed to non-essential travel, many standard commercial flights are cancelled or have greatly reduced service. Languages Canada is therefore exploring the possibility of establishing designated international student corridors – chartered flights reserved exclusively for international students bound for Canada. These flights would be reserved for students with a Letter of Acceptance into a Canadian language, post-secondary or K-12 program.

Establishing these direct corridors for international students will entail working closely with Canadian schools, airlines and education agents in sending countries to coordinate travel dates, pricing and process and ensure that corridors for each student source country are sufficient to meet demand from students.

## Arrangements for Quarantine

Languages Canada members will make arrangements for students' quarantine upon arrival, at a designated quarantine site that is equipped to follow necessary procedures to provide a safe, comfortable, full-service two-week COVID-19 quarantine period.

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This quarantine may be offered at a homestay accommodation, student residence or hotel, provided the facilities have established comprehensive COVID-19 quarantine protocols that are in line with the [Public Health Agency of Canada's Quarantine Guidelines](#), as well as procedures in place for supervision of students in quarantine.

Several hotels have been identified as designated LC quarantine sites for international students within Canada's four main ports of entry: Toronto, Montreal, Vancouver and Calgary, Victoria, Winnipeg and Halifax. All quarantine sites have implemented rigorous COVID-19 operating procedures as per the Hotel Association of Canada's [Best Practices, Operating Procedures and Considerations for Hotel Guests in Self-Isolation](#).

These hotels are equipped to provide a full-service quarantine package to students, including:

- ✔ Private, safe transport from the airport to the hotel.
- ✔ Delivery of three meals per day to the students' room;
- ✔ A room which includes a private bathroom and is prepared with adequate toiletries, linens and other supplies for 14 days;
- ✔ Adherence of all staff to rigorous hygiene, cleanliness and physical distancing practices;
- ✔ Monitoring services to ensure the students do not leave their room.

Each quarantining student (or student-family unit) must stay in their own hotel room which includes a private bathroom. Students should inform both their school and quarantine hotel in advance if they have any special needs or disabilities of which the hotel should be aware.

Students will have access to COVID-19 testing services during their mandatory 14-day quarantine upon arrival in Canada, in the provinces that require it (e.g. Ontario).

### **In Transit**

While in transit to the port of departure in their home country, in airports and during flights, students will be expected to follow all recommended personal hygiene and physical distancing guideline as per their checklist, including:

- ✔ Wearing a mask and gloves.
- ✔ Washing/sanitizing hands frequently.
- ✔ Observing appropriate physical distancing.

### **Upon Arrival**

LC members will ensure that students understand the expectations around their arrival in Canada, including:

- ✔ Students must wash/sanitize their hands, wear a fresh mask and gloves and respect physical distancing requirements while in their arrival airport.
- ✔ When passing through Canadian customs, students will be required to acknowledge that they must quarantine (self-isolate) for 14 days and will be required to present their printed [Quarantine Plan](#) to the CBSA agent.
- ✔ Students needing to travel to another city within Canada for their studies will be required to follow all recommended personal hygiene and physical distancing guideline as per their [checklist](#), including wearing a mask and gloves; washing/sanitizing hands frequently; and observing appropriate physical distancing.
- ✔ Students will meet their pre-arranged safe transportation in a pre-arranged pick-up area. The safe transportation will be provided by the designated quarantine site and will respect necessary quarantine requirements (i.e. only one passenger at a time; driver and passenger wearing masks and gloves; vehicle is sanitized between users.)
- ✔ Students must contact the student services officer at their host school to confirm their arrival and pick-up by their designated transport.
- ✔ Students will be transported immediately to their designated quarantine location.
- ✔ During check-in at the quarantine site, students will wear a mask and gloves and respect all necessary personal hygiene and physical distancing guidelines.
- ✔ Immediately following check-in, students will be escorted to their room.
- ✔ The quarantine provider will contact the LC member to confirm that the student(s) have arrived at their quarantine location.

### **During Quarantine**

LC members remain committed to exceptional student experience, including ensuring that all international students' 14-day quarantine period is as productive and enjoyable as possible, which adhering to strict isolation requirements.

Responsibility for oversight of students in quarantine will be shared by LC member schools and the quarantine accommodation provider.

Designated quarantine sites will:

- ✔ Attend to students' immediate needs, such as provision of three meals per day, any needed toiletries, linens, etc.
- ✔ Ensure appropriate sanitization measures are in place.
- ✔ Provide monitoring services to ensure that students do not leave their room during the 14-day quarantine period.

LC member schools will:

- ✔ Conduct regular telephone check-ins on students to inquire about their mental and physical health.
- ✔ Provide students with the option to commence their program of study via live virtual course delivery.

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- Provide students with optional virtual social, wellness and entertainment activities.

Students will be required to self-monitor for symptoms of COVID-19, including taking their temperature daily.

As per the students' [Checklist](#), if a student experiences any symptoms of COVID-19 during the quarantine period, he/she must follow the [directives of the Public Health Agency of Canada](#), and immediately notify both the quarantine provider as well as their host school.

Any student who has a suspected or confirmed case of COVID-19 will be required to remain at their quarantine site until a medical practitioner has confirmed they are clear of these symptoms and/or the student has tested negative for COVID-19.

#### **In Ontario**

Testing must take place after the 14 day quarantine. LC members will facilitate the safe transportation of students to and from a local Assessment Centre for testing. Testing must be scheduled by contacting a [local Assessment Centre](#). Members will inform their [Ontario Health Region](#) of their plans to support alignment with local testing plans.

While waiting for the results, students will remain in quarantine and the institution will continue its responsibility for quarantine oversight. If a student tests positive, that restarts the quarantine period and institutions will maintain their oversight of the student during that period.

#### **Institutional Preparedness**

Languages Canada member schools are committed to operating in a way that prioritizes the health and safety of students, staff, host families, and communities, and adheres to the reopening regulations and guidelines of the government of Canada, provincial and local public health authorities.

LC public college and university members will operate as per provincial COVID-19 public post-secondary directives.

LC private school members will operate as per the [Languages Canada COVID-19 Protocol for Operation](#) of [Private Language Schools](#).

# COVID-19 INTERNATIONAL STUDENT SAFE TRAVEL, ARRIVAL AND QUARANTINE CHECKLIST



Last updated September 24, 2020

Dear student,

We look forward to welcoming you to Canada! Canada remains a safe and welcoming destination for international students. However, as a result of the COVID-19 pandemic, there are some important protocols that international students must follow to reduce the risk of infection and transmission of the virus, including undertaking a [mandatory 14-day quarantine period immediately upon arrival in Canada](#).

Please take some time to review the information in this document. Please note that in not following this protocol, students may be denied entry into the country, or may be denied entry to/dissmised from your program of study with no refund. Government authorities may also fine students for non-compliance in certain situations.

Please understand that our number one priority is the health and safety of our students, homestay families, schools and communities. Your host school is obligated to follow the regulations and recommendations of various authorities, including the government of Canada, provincial and local public health authorities. Please confirm that you understand and agree with the following:

- ▶ I am aware of the requirement to comply with the Government of Canada's [Quarantine Act](#), including the penalties of violation of the [Quarantine Act](#), which include up to 6 months in prison and/or \$750,000 in fines.
- ▶ I agreed to comply with the requirements laid out in this International Student Safe Travel, Arrival and Quarantine Protocol and Checklist.
- ▶ I have completed and printed the Languages Canada Self-Isolation Plan for presentation at my port of entry, and have registered via the [ArriveCAN](#) App.
- ▶ For students attending institutions in British Columbia ONLY: I have downloaded and installed the [BC COVID-19 App](#). And as well the [BC Self Isolation Plan](#).
- ▶ I confirm that I have appropriate medical insurance, effective as of the date of my arrival in Canada, which includes coverage for COVID-19 during the quarantine period.

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date (mm/dd/yyyy): \_\_\_\_\_

## STUDENT CHECKLIST

The below checklist provides guidelines to support you in your travel and quarantine upon arrival in Canada.

### Pre-Departure

#1 – Communicate with your school about your arrival and quarantine plan:

- ▶ Your host school will provide you with accommodation options for your 14-day quarantine and require that you make a selection of your preferred quarantine site. Each quarantining student (or student-family unit) must stay in their own hotel room. Your quarantine site will provide:
  - ▶ Private, safe transport from the airport to the hotel.
  - ▶ Delivery of three meals per day to your room;
  - ▶ A room which includes a private bathroom and is equipped with adequate toiletries, linens and other supplies for 14 days;
  - ▶ Adherence of all staff to rigorous hygiene, cleanliness and physical distancing practices;
  - ▶ Monitoring services to ensure that you do not leave your room.
- ▶ In addition to payment of a deposit for your language program, you will be required to pay a deposit for your quarantine package, prior to being issued a Letter of Acceptance.
- ▶ Make sure to inform both your school and your quarantine site in advance if you have any special needs or disabilities of which they should be aware.
- ▶ Be clear about how and where you will be meeting your transportation upon arrival. Obtain a cell phone number for the driver.

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## #2 – Prepare for 14 days of isolation:

- Refer to the [guidelines from the Public Health Agency of Canada on How to Self-Isolate](#).
- Your host school will likely have options for you to commence your academic program through virtual means during your quarantine period. Discuss the Academic plan for your quarantine with your host school.
- Make a plan for your physical and emotional wellness during quarantine, including any books, games, fitness equipment/apps, etc. you wish to have with you.

## #3 – Complete Arrival Plans:

- Complete the mandatory [Languages Canada Quarantine Plan](#). Send a signed electronic copy of this document to your host school. Print a copy of this Plan to present to border officials upon arrival in Canada.
- Students intending to study at ELS Vancouver must also complete and submit a [Government of BC Self-Isolation Plan](#). ELS Canada staff can help students complete the form.
- Download the [ArriveCAN](#) App on your mobile device (available for iPhone and Android). Complete the pre-arrival forms on the app.
  - If you are attending an institution in British Columbia, you must also download the [BC COVID-19 App](#) (available for iPhone and Android).

## #4 – Packing

In addition to regular packing requirements, please also bring:

- 60 disposable face masks OR 30 disposable and 1 reusable cloth face mask;
- One large bottle of quality hand sanitizer;
- One box of nitrile gloves;
- A thermometer.

Please also have the following with you in your carry-on luggage:

- At least 2 masks, several pairs of gloves, a travel sized bottle of hand-sanitizer and some disinfecting wipes.

Make sure you have the following documents available when you arrive in your carry-on luggage. You will be required to present these to a Canada Border Services Agent when going through Canadian customs and immigration:

- Passport;
- Study permit or permit confirmation document (if you have one);
- Letter of Acceptance;
- Quarantine site contact information, including cell phone number for the driver.
- Contact information for your host school;
- Signed copy of this document;
- Print out of Self-Isolation Plan.

## #5 – Pre-Departure Self-Assessment

You (and your co-arriving family members) should not travel to Canada if you are experiencing COVID-19- related symptoms, have tested positive for COVID-19, have been exposed to the virus or are awaiting test results. Access the Thrive Health COVID-19 Self-Assessment Tool [here](#) to determine if you have COVID-19- related symptoms.

### In transit

While in transit to the airport, in airports and during flights:

- Wear a mask and gloves;
- Wash hands frequently;
- Use hand sanitizer when necessary;
- Practice physical distancing (minimum 2 meters from others);
- Sanitize your personal space and high touch areas;
- Minimize trips to the washroom (Flush the toilet with the seat cover down);
- Touch as few surfaces as possible;
- Keep your cell phone charged.

### Arrival in Canada

- Text your host school to confirm your arrival;
- Text your driver to confirm your arrival;
- Visit a restroom or hand sanitizing station to remove your old PPE, wash your hands thoroughly, and put on a fresh mask and gloves;
- Proceed through immigration and baggage pick up while maintaining physical distancing;

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- Present appropriate documentation to the Canada customs officer;
- Move as quickly as possible through the baggage area and do not enter any stores in the airport;
- Meet your driver at the agreed pick-up location;
- Load your own luggage into the car and sit as far away from the driver as possible;
- Follow all instructions for COVID-19 safe check-in at your quarantine site.

## During Quarantine

As per the Government of Canada's [Quarantine Act](#), you are required to quarantine for 14 days immediately upon arrival in Canada. This means that you must stay on your own in your room for 14 days and avoid contact with others. Your quarantine site will provide you with food, clean linens every couple of days, a comfortable room, access to television and Wi-Fi.

This means:

- Stay in your own room as much as possible and away from others. Do not leave your quarantine room unless there is a medical emergency.
- Keep your room well-ventilated and clean – open your window to let the air circulate.
- Practice good hygiene.
  - Wash your hands frequently with plain soap and water for at least 20 seconds.
  - Cover your mouth and nose with your elbow when coughing or sneezing, or use a tissue. Avoid coughing into either your hands or into the air. Dispose of used tissues right away into a trash bin and immediately wash your hands.
  - Flush the toilet with the lid down.
  - Package up your garbage – empty garbage frequently and wash your hands immediately.
  - Refer to the COVID-19 laundry policy at your quarantine site for having your clothes washed.
- Stay connected to your Canadian host school. You will likely have the option to commence your language program via live virtual classes. Your host school will also likely have optional virtual social activities in which you can participate to meet other students and learn about the city in which you'll be studying.
- Stay connected to friends and family via text, email, Facetime, etc.
- Monitor your physical and mental well-being. If you are not feeling well, use the Government of Canada's COVID-19 self-assessment tool to help determine if you need further assessment or testing. Contact your host school and quarantine provider immediately if you feel sick.
- Use the messaging app or phone ELS and contact your designated Student Services support person at ELS Vancouver or ELS Toronto immediately.
- ELS Student Services will help you (or co-arriving family member) contact the proper local health authority and follow the instructions they provide to get tested or continue in self-isolation;
- ELS Student Services will work with your quarantine accommodation provider to ensure that concerns are addressed and the directions from Public Health are followed;
- Under the advice of Public Health authorities, ELS Canada will help arrange for a COVID-19 test and any required transportation as directed;
- In the event you (or a co-arriving family member) test positive for COVID-19, ELS Canada will work with Public Health to ensure proper communications protocols are followed and arrangements will be made for the quarantine period to be extended for an additional 14 days.
- Additional daily supports from ELS Canada Student Services will continue as outlined during the initial 14-day quarantine period, and public health will be continued to be :
  - Access the Thrive Health [COVID-19 Self-Assessment Tool](#).
  - If you cannot use the Online tool, call 8-1-1 but at the same time contact ELS student Services.

Please remember that quarantine is a mandatory requirement of the [Quarantine Act](#) and not optional.

## After Quarantine

Following completion of your 14-day quarantine period, if you have not presented any symptoms of COVID-19:

- Confirm transportation arrangements to your permanent accommodation with your host school.
- If you are transferring to accommodation within your city of arrival/quarantine will be transported by car provided by the quarantine site, following safe transport protocol.
- If you need to travel to another city within Canada for your studies, you will be transported to the airport by car provided by the quarantine site, following safe transport protocol. While in airports and during flights, you will be expected to follow the same recommended personal hygiene and physical distancing guidelines as during international travel, including wearing a mask and gloves; washing/sanitizing hands frequently; and observing appropriate physical distancing.
- For the duration of your stay in Canada, please be mindful of and respect public health directives.
  - Continue to practice proper hygiene, including hand washing and use of hand sanitizer;
  - Use proper coughing and sneezing etiquette;
  - Practice physical distancing.

# INTERNATIONAL STUDENT QUARANTINE PLAN



Last updated September 24, 2020

## Personal Information

Family Name	First Name	Middle Name(s)
Passport Number	Home Address	
Date of Birth (mm/dd/yyyy)	Country of Origin	

## Arrival Information

Arrival Date (mm/dd/yyyy)	Port of Entry into Canada
Arrival From	Arrival by (Airline Name and Flight Number)

## Quarantine plan

Quarantine location (name and address of homestay provider, hotel or accommodation provider):

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I confirm that the following are provided by the quarantine site:

- Transportation to quarantine location.
- 3 meals/day, delivered to my room.
- Access to needed toiletries, linen, cleaning supplies, etc.

- I confirm that I will not be living with vulnerable persons or in shared accommodation during the period of mandatory quarantine upon entry.
- I confirm that I am entering Canada with medical insurance that provides coverage for COVID-19 during the period of mandatory quarantine upon entry.
- I confirm that I have access to sufficient funds to cover any and all additional COVID-19-related costs, including testing.

## Commitment to this plan

I, \_\_\_\_\_, confirm that I understand the importance of the quarantine procedure upon arrival in Canada, and will follow all criteria provided in this document, as well as all requirements provided by the Government of Canada, for a full 14 days.

Signature	Date (mm/dd/yyyy)
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